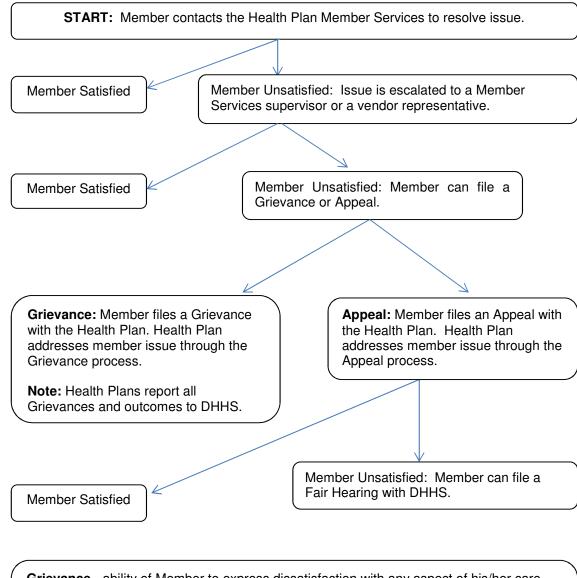


## **Care Management Member Escalation Process**



<u>Grievance</u> - ability of Member to express dissatisfaction with any aspect of his/her care such as quality of care or service, or respect of member rights.

<u>Appeal</u> - ability of Member (or provider on behalf of a Member) to request MCO review of a denied, reduced, or terminated service.